

LEBARA COMPLAINTS CODE OF PRACTICE 2026

1. INTRODUCTION – WE ARE HERE TO HELP

- 1 We value our customers and strive to ensure that we meet your expectations. If however, we are unable to meet your needs, this guide provides a comprehensive guide on how to make a complaint, what to expect and how to take your complaint further.
- 1 This guide will inform you on the following areas:
 - 1 how to complain;
 - 1 how we handle complaints;
 - 1 expected timeframes;
 - 1 how to take unresolved complaints through the ADR scheme; and
 - 1 useful contact information for the Communications Ombudsman.

2. FAULT MANAGEMENT OVERVIEW

- 2 We aim to provide you with all the help you need to understand how to use our Services and to help you with any technical problems. We intend to resolve faults as soon as reasonably possible.
- 2 If you have any technical questions:
 - 2 simply call 5588 from your SIM Card or on landline 0207 031 0791* (you will need to check with your landline service provider to find out their call costs for UK landline numbers); or
 - 2 If you do not want to call, you can chat with us at <https://mobile.lebara.com/gb/en/contact-us>.
- 2 Faults may occur on the Network, or on one of our suppliers' networks or equipment. If a fault is reported during normal working hours (9:00 am - 6:00pm Monday to Sunday), we will try to establish the location and cause of the fault straight away.

3. IF YOU ARE NOT SATISFIED OVERVIEW

- 3 We are committed to providing you with excellent customer service. However, if you are dissatisfied with our product(s) or service(s), we have a comprehensive complaint handling procedure, which includes escalation to independent agencies if you are unhappy with the outcome of your complaint.
- 3 When you contact us, Customer Services will try to solve the problem as quickly as possible, preferably during your first interaction with us itself and where this is not possible, we will agree a course of action with you. Invoicing queries may take a little while to resolve. If you are not happy with the response that you have received, you may refer the matter to the appropriate senior manager for further investigation. For further information, refer to our complaints procedure outlined below.
- 3 We aim to resolve any dispute ourselves, however, you can escalate your complaint, free of charge, to the Communications Ombudsman (an independent alternative dispute resolution scheme) if:
 - 3 We are unable to resolve your complaint satisfactorily;
 - 3 You have been issued a "final position" letter; and
 - 3 After eight (8) weeks your complaint remains unresolved.
- 3 To contact the Communications Ombudsman, please use the information set out in "Useful Contacts" below.

4. COMPLAINTS PROCEDURE

- 4 If you are unhappy with our Products and/or Services, please contact Customer Services using the methods outlined in "How to Contact Us" below.
- 4 Your complaint will be dealt with by Customer Services within three (3) Business Days and we will advise on the next steps. If you can then escalate your complaint to our country team.

LEBARA COMPLAINTS CODE OF PRACTICE 2026

- 4.3 We'll normally get back to you by phone, if we can't get hold of you, we will send you an SMS. If requested, we can confirm any conversation in writing if you ask us to.
- 4.4 If we have not heard back from you within twenty-eight (28) days from our last contact date, we will consider the complaint closed. We will of course, try to get in contact with you to resolve the issue before twenty-eight (28) days have passed.
- 4.5 If you would like a copy of this Complaints Code in another format (such as physical, braille or large font), we will provide this free of charge and on request by you. Please contact our Customer Services team with any such requests.
- 4.6 If you are unhappy with the outcome of your complaint, you have the option to discuss your complaint further with a team leader or manager from Customer Services. If you are still not satisfied with the way in which your complaint was handled or if your complaint is still not resolved, you can then escalate your complaint to our country team.
- 4.7 If you are not satisfied with the outcome of your complaint, or you have received a final position letter within eight (8) weeks of making your complaint, you can refer your complaint to Communications Ombudsman, free of charge. The Communications Ombudsman is an independent alternative dispute resolution scheme (ADR) approved by Ofcom.

5. HOW TO CONTACT US

- 5 If you need advice, information or assistance on any products and services or this Complaints Code, you may contact us using any of the following methods:
 - 5 Call us at 5588 from your Lebara phone or from a landline on 0207 031 0791*;
 - 5 Visit our website at <https://mobile.lebara.com/gb/en/contact-us> or
 - 5 Write to us at Customer Services, Lebara Mobile Limited, **Broadwalk House, 5 Appold St, London EC2A 2DA.**
- 5 When you contact us, please include details necessary to resolve your complaint such as:
 - 5 Your full name and postal address;
 - 5 Your mobile number;
 - 5 The reasons for your complaint and resolution requirements.
- 5 Please do not submit any sensitive or personal information (such as payment information or account security details (including passwords), unless necessary to do so.

6. COMPLAINTS ABOUT PREMIUM-RATE SERVICES

- 6 Ofcom regulates Premium Rate Services and how they're advertised. It's responsible for investigating complaints about the way Premium Rate Services are advertised or run, or the way information received using a premium-rate call has been presented. Providers of Premium Rate Services must comply with the Regulation of Premium Rate Services Order 2024.
- 6 If you have a complaint about a Premium Rate Service charge, you can contact the service provider running the Premium Rate Service who should be able to explain the charge and tell you how to stop any further charges. If they don't resolve your query to your satisfaction, you should contact Ofcom directly.
- 6 Alternatively, Ofcom may be able to help you if you've a complaint about Premium Rate Services. Ofcom can't give compensation for calls made to recorded information premium-rate numbers but it may be able to give details of the service provider. To contact Ofcom, please use the information set out in "Useful Contacts" below.

LEBARA COMPLAINTS CODE OF PRACTICE 2026

7. COMPLAINTS ABOUT SALES AND MARKETING TELEPHONE CALLS

- 7 The Telephone Preference Services is an informal UK register of domestic telephone numbers whose users have indicated that they do not wish to receive sales and marketing telephone calls.
- 7 To contact the Telephone Preference Services, please use the information set out in “Useful Contacts” below.

8. USEFUL CONTACT INFORMATION

USEFUL CONTACT INFORMATION	
Ombudsman Services	
Phone	0330 440 1614
Postal Address	Communications Ombudsman P.O. Box 730 Warrington WA4 6WU
Email address	enquiry@commsombudsman.org
Website	https://www.commsombudsman.org/
Ofcom (Office Communications, communications regulator)	
Phone for advice and complaints	0300 123 3333 or 020 7981 3040 (Monday to Friday from 9.00am to 5.00pm)
Phone number for Switchboard	0300 123 3000 or 020 7981 3000 (Monday to Friday from 9.00am to 5.00pm)
Postal Address for complaints	PO Box 1285 Warrington WA1 9GL
Postal Address for Head Office	Ofcom Riverside House 2a Southwark Bridge Road London SE1 9HA
Website	https://www.ofcom.org.uk/
Telephone Preference Service (TPS)	
Phone Registration	0345 070 0707
Phone Tele	0207 291 3320
Postal Address	Rapier House 40-46 Lamb's Conduit Street London WC1N 3LJ
Email address	tps@dma.org.uk
Website	www.tpsonline.org.uk

Calls to '0845' and '0870' numbers are charged at a national rate from BT landlines, other network operators' charges may vary. Calls from mobile phones may cost significantly more.